

EXAMINATION ANNOUNCEMENT

ASSOCIATE INSURANCE COMPLIANCE
OFFICER, DEPARTMENT OF INSURANCE
OPEN STATEWIDE
SALARY RANGE \$4,829 - \$6,048



CALIFORNIA DEPARTMENT OF

Insurance

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

How to Apply

FINAL FILING DATE: CONTINUOUS FILING

Send [Application \(form STD. 678\)](#) along with a [Qualifications Assessment](#) to:
California Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
Attention: Nitika Nitashni

***DO NOT SUBMIT APPLICATION (STD. 678) OR QUALIFICATIONS ASSESSMENT
TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CalHR)***

Application (form STD. 678) and the Qualifications Assessment will be accepted continuously. Electronic copies of the Application and Qualifications Assessment will not be accepted.

If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.

Requirements for Admittance to the Examination

All applicants must meet the educational and/or experience requirements by the administration of the written examination.

MINIMUM QUALIFICATIONS

Either Pattern I

Experience: One year of experience in the California state service performing the duties of an Insurance Compliance Officer, California Department of Insurance, Range C. (Promotional candidates who are within six months of satisfying the experience requirement for this class will be admitted to this examination, but must fully meet the experience requirement before being eligible for appointment.)

Or Pattern II

Experience: Three years of ****qualifying insurance industry experience**. (Experience in California state service applied toward this requirement must be at the level of responsibility provided in the promotional pattern.)

And

Education: Equivalent to graduation from college or equivalent degree approved by the Bureau for Private Postsecondary and vocational education under the provisions of California Education Code Division 10, Part 59, Chapter 3. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

****Qualifying insurance industry experience:**

Experience at an insurance company working as either:

(1) An underwriter determining acceptability, coverage, appropriate rating plans, and

Requirements for Admittance to the Examination	<p>any judgment based rate deviations or factors; or</p> <p>(2) A claims adjuster investigating, evaluating, negotiating, and settling claims with respect to coverage, liability, and damages; or</p> <p>(3) A fire or casualty insurance agent or broker handling multiple lines of insurance coverage and making determinations regarding coverage needs, risk information, and renewal account servicing; or</p> <p>(4) An insurance consumer advocacy position working on consumer issues, complaints, legislation, or insurer compliance.</p>
Position Description	<p>Incumbents independently perform the more complex, varied, and responsible insurance regulatory activity; investigate, identify violations, and mediate resolution of consumer complaints including inquiries by parties to the insurance contract or other interested parties or claimants involving situations that include multiple coverages or situations where there is a question of coverage or liability and typically requiring multiple contacts to achieve resolution; act as a conciliator in disputes and misunderstandings in an attempt to reach an amicable settlement between insurer and insured; report and analyze facts found in such inquiries and disputes and make recommendations; conduct examinations of the application and interpretation of policy forms, transactions, and claims practices of insurers, managing general agents, third-party administrators, or other related insurance entities either alone, as team leader, or as a full team member (sharing equal responsibility); direct the regulated insurance organization to resolve both individual and general issues, complaints, or violations of insurance laws; provide consumers with information on all relevant issues involved in each transaction; work as a team member on task forces, working groups, or projects that address technical issues or internal procedures; input claimant information directly into the Department's online database system; represent the Department at meetings with the public or industry; and do other related work.</p> <p>Positions are located in Los Angeles, Sacramento, and San Francisco.</p>
Examination Information	<p>QUALIFICATIONS ASSESSMENT – WEIGHTED 100%</p> <p>The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Candidates who meet the "Minimum Qualifications" will have their Qualifications Assessment rated. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination. SUBMISSION OF THE QUALIFICATIONS ASSESSMENT IS MANDATORY. Candidates who do not submit a completed Qualifications Assessment will be eliminated from this examination.</p>
Continuous Testing	<p>The testing office will accept examination packets (Application and Qualifications Assessment) continuously throughout the year. Although we will be accepting examination packets continuously, the following cut-off dates will be as follows: November 17th, February 29th, May 31st, and August 31st. This is subject to change based on testing needs. Applications postmarked or personally delivered after the cut-off date will not be processed until the next administration. Applications will be reviewed to ensure the minimum requirements for participation in this examination are met. Possession of the entrance requirements does not assure a place on the eligible list. Once you have taken the examination, you may not retest for 9 MONTHS from the established list date.</p>

Examination Scope	<p>In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining will be on measuring competitively, relative to job demands, each competitor's:</p> <p>Knowledge of:</p> <ol style="list-style-type: none">1. California Insurance Code and laws and regulations relating to insurance and their interpretation.2. Basic functions and organizations of the California Department of Insurance.3. The insurance industry.4. General insurance principles.5. Analytical methods and techniques used for problem identification.6. Data gathering and decision making.7. Trends and terminology pertaining to insurance regulations.8. Practices, procedures, and terminology.9. General insurance, contract law and related statutes, and court decisions.10. Insurance claims practices and procedures. <p>Ability to:</p> <ol style="list-style-type: none">1. Interpret and apply provisions of the California Insurance Code, laws, rules, and regulations administered by the Department of Insurance.2. Analyze situations accurately and take effective action.3. Use tact and good judgment in dealing with the public both on the telephone and in person.4. Conduct interviews.5. Learn to utilize microcomputer systems and standard software applications in the performance of work.6. Communicate effectively.7. Travel countrywide to examine insurer operations.8. Independently apply insurance statutes and court decisions to specific cases.9. Gather, organize, and summarize data.10. Reason logically and creatively.11. Utilize a variety of analytical and research techniques and approaches to resolve complex insurance regulatory problems.12. Develop and evaluate alternative solutions.13. Analyze data and present ideas and information effectively.14. Prepare reports.15. Gain and maintain the confidence and cooperation of those contacted during the course of work.16. Act in a lead capacity over lower-level staff and handle sensitive client contacts.17. Prepare complete, concise, and clear insurance proposals and reports.18. Apply negotiation and mediation techniques to resolve consumer complaint problems.19. Take independent action with minimal supervision.
Special Personal Characteristics	Willingness to travel and work away from the office.

**Eligible List
Information**

An open eligible list will be established for the California Department of Insurance. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire **12 MONTHS** after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Career Credits will not be granted in this examination.

Effective January 1, 2014, **Veterans' Preference** will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All open exams/eligible lists will award Veterans' Preference, regardless of the classification.

GENERAL INFORMATION

The California Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

For an examination without a written feature, it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management Division, (916) 492-3254 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the California Department of Insurance offices, the California Department of Human Resources, local offices of the Employment Development Department, and on the internet at www.jobs.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment of records and personal history and fingerprinting may be required.

California Relay (Telephone) Service for the Deaf or Hearing impaired:
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

California Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
(916) 492-3300

Release Date: 09/25/15
NN/MA

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.
